# [**C**](https://www.cognigy.com/blog/call-tracing)**ognigy Voice Gateway Endpoint**

*Cognigy Voice Gateway Endpoint* is a native Endpoint within the Cognigy.AI platform that enables AI agents to interact with users through voice communication. This native or first-party integration connects AI Agents to contact centers or phone numbers, allowing users to speak with the agents instead of writing.

## Generic Endpoint Settings

Explore generic settings like Endpoints Overview, Data Protection, Transformer Functions, NLU Connectors, Session Management, and Real-Time Translation.

## Specific Endpoint Settings

* Voice Gateway Specific Nodes: Built-in nodes for controlling the Voice Gateway.
* SIP Headers: Custom headers are accessible in the Input object.
* Call Meta Data: Caller information is added to the Input object.
* Speech Provider Adaptations: Different speech providers (e.g., Microsoft Azure vs. Google) require specific settings for speech speed and other parameters.

## Call Events

Configure actions such as injecting text into the flow, executing a flow, or transferring calls based on detected call events.

## Call Failover

Handles runtime errors by enabling call transfers, with options for refer or dial transfers and settings for caller ID, timeout, and transcription.

## Handover Settings

Utilizes handover providers to transfer calls from AI agents to human agents, converting speech to text and vice versa. Configuration involves using the Handover to Agent Node in your voice flow.